JOB DESCRIPTION 

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| JOB IDENTIFICATION |
| Job Title: **Support Secretary – Colposcopy Service**  Responsible to (insert job title): **Secretarial Services Manager**  Department(s): **Secretarial Services**  Directorate: **Planned Care**  Operating Division: **Acute Services Division**  Job Reference:  No of Job Holders: **1**  Last Update (insert date): **February 2020** |

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| 2. JOB PURPOSE |
| To provide comprehensive secretarial and administrative support to Consultants and teams within the Colposcopy Service. |

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| **3. DIMENSIONS** |
| Client group is patients under the care of the Consultants and teams.  Responsible for allocating work to Support Secretary and/or Clerical Officer, as required. |

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| 4. ORGANISATIONAL POSITION |
| Secretarial Services Manager (Planned Care Directorate)      Secretarial Team Leader  Consultants  Medical Secretary………….Support Secretary/Clerical Officer |

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| 5. ROLE OF DEPARTMENT |
| To provide an efficient medical secretarial and administrative service to all relevant medical and nursing staff within the Acute Services Division Colposcopy Unit, in order to support the provision of direct care and treatment of patients. |

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| 6. KEY RESULT AREAS |
| 1. Provide a high quality secretarial and administrative service to the Consultants/teams to ensure the efficient provision of patient care within the Colposcopy Service 2. Manage the booking of all Colposcopy clinics to ensure maximum effectiveness, including amending/changing clinics as required to support potential breachers; ensuring cancelled clinics are rescheduled and appointed appropriately, ensuring waiting times guidance is adhered to at all times 3. Deal with enquiries from patients, relatives, all staff groups and external agencies, eg General Practitioners/Health and Social Care; providing information, directing and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery 4. Manage Colposcopy Service patient files ensuring information is accurate and up-to-date, ensuring compliance with Retention and Destruction protocols 5. Manage Consultants/team Colposcopy-related mail, responding where appropriate and directing/prioritising to assist in the efficiency of service delivery 6. Maintain acomputerised Day Case waiting list as per SGHD/ISD guidelines, taking into account TTG and 18 Weeks RTT protocols and procedures 7. Maintain and update database system(s) as required, in particular regard to referrals received for Gynaecology Minor Surgery and Colposcopy procedures 8. Responsible for ensuring the NCCIAS System (National Colposcopy Clinical Information and Audit System) is kept up-to-date and accurate 9. Record and prepare minutes of meetings, following up actions as required for approval by the Conslutants/teams 10. Compile regular and ad hoc audit reports to support Colposcopists’ accreditation, assist service improvement etc. 11. Allocate and checkwork to Support Typist/Clerical Officer as required 12. Training of new secretarial staff in tasks/systems to ensure appropriate cover and support during periods of annual leave etc., with guidance from Secretarial Team Leader and Secretarial Services Manager 13. Arrange Departmental meetings, ensuring attendance of appropriate clinical and nursing staff 14. Create PowerPoint presentations as required for clinical staff 15. Work independently as only secretary within the Colposcopy Service |

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| 7a. EQUIPMENT AND MACHINERY |
| Personal Computer  MFD (print/copy/scan/fax)  Digital Dictation (Winscribe)  Photocopier  Other office equipment  Label Printer |

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| **7b. SYSTEMS** |
| Office filing systems  Computerised Patient Administration System (TRAKcare)  Terminal digit filing system within Central Records Library  Electronic data storage and software systems, eg Word, Excel, Access, PowerPoint  Internet, Intranet, Outlook |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The postholder works directly to Consultants and teams  The postholder is managed by the Secretarial Services Manager who may allocate work on an ad hoc basis  Workload is generated by the clinical caseload and professional roles of the Consultants/teams  Line management support is provided by regular staff meetings and annual personal development plan review  Consultants and teams demand a high service thereby quality of work is reviewed by the Consultant on an ongoing basis |

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| **9. DECISIONS AND JUDGEMENTS** |
| Established structures exist covering the work within which the jobholder prioritises workload. Consultants advise if urgent  The postholder is not directly supervised and uses own initiative to independently make decisions regarding workload priorities, patient enquiries and diary conflicts  The Consultants/Secretarial Services Manager/Secretarial Team Leader are available to advise on more complex matters |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively, prioritising work to meet competing demands  Maintaining a computerised waiting list and databases as required, including a National Audit System  Dealing with distressed patients, by phone and in person  Dealing with highly sensitive information |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Daily contact, face to face or by telephone, with patients, patients’ relatives, other team members, ie Consultants and other clinical staff, other secretaries within the Gynaecology Service, other Services etc.  Daily contact with Health Records and other department staff, face to face or by telephone  Daily contact with other medical secretaries/support staff  Daily contact with patients, GPs etc.  Regular contact with ward staff  Regular contact with medical secretarial colleagues  Regular contact with other hospitals within the Division  Regular contact with GPs  Ad hoc contact with hospitals within other Health Board areas  Ad hoc contact with ancillary staff (eg Portering Services)  Occasional contact with Royal Colleges  The postholder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills:**  Keyboard skills requiring a high degree of speed and accuracy. Touch typing  **Physical demands:**  60% of work is computer-based therefore sitting in a restricted position for this proportion of duties  Lifting small amounts of casenotes  Pushing a trolley containing casenotes  Retrieving casenotes from the Central Records Library  **Mental demands:**  Concentration is required when booking/rescheduling clinics, transcribing notes, typing complex letters, filing and dealing with enquiries either by phone or at reception area  Frequent interruptions  Ensuring patients are welcomed at reception desk and booked into clinic  **Emotional demands:**  Exposure to clinical information can at times be distressing  Typing correspondence of a distressing nature  Dealing with patients who have attended clinic and been given upsetting news  **Working conditions:**  More or less continuous use of VDU – word processing etc. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Good general education to at least Higher standard or equivalent  Significant secretarial experience is essential  Previous experience of working in a hospital/medical practice environment  A working knowledge of medical terminology  Excellent organisational and communication skills  Proficient in the use of software systems  Team player  Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |